

EXHIBIT 15

Request number: 1-15517637

Safety related: null

Owner: [Privacy]

Address: [Privacy]

Owner phone: [Privacy]

Vin: [Privacy]

Make: Saturn - GM

Model: ION 3

Year :2004

Mod_time :2008-12-19 06:13:28.775194

Open date : 2005-03-14

Odometer : 23811

Closed date : 2005-03-18

Attachments:

M#EBNBW2QZ37U8JZ

Complaint number :1

Complaint code 0 Z23

Complaint text 0 Saturn Engine Stalling

Component code 0

Agent notes : 0 No Symptom Indicated

Repair attempts 0 0

Description:

Work history number: 20

1-8035-22542|EVENT|null|null|2005-03-17|00:00:00||2005-03-17

1-803T-80460|EVENT|null|null|2005-03-14|00:00:00|RESEARCH THE OWNER'S MOTHER ADVISED: * THE VEHICLE WAS PURCHASED NEW FROM S/HEMPSTEAD. * ABOUT A MONTH AFTER PURCHASE THE VEHICLE LOST ALL POWER WHILE HER SON WAS DRIVING DOWN THE HIGHWAY. * S/HEMPSTEAD COULD NOT DUPLICATE THE CONCERN. * S/HEMPSTEAD REPLACED THE IGNITION SWITCH AND ADVISED EVERYTHING SHOULD BE FINE NOW. * ABOUT A MONTH AGO THE VEHICLE LOST POWER AGAIN. * THE VEHICLE WAS BROUGHT BACK TO S/HEMPSTEAD. * S/HEMPSTEAD REPLACED THE POWER SENSOR AND CASING. * THIS PAST FRIDAY THE VEHICLE LOST POWER AGAIN. * THE VEHICLE WAS TAKEN TO S/HEMPSTEAD ONCE AGAIN. * S/HEMPSTEAD ADVISED SATURN ENGINEERS RECOMMEND REPLACING THE IGNITION SWITCH WITH A NEW AND IMPROVED ONE. * THE IGNITION SWITCH WAS REPLACED. * THE VEHICLE IS STILL AT S/HEMPSTEAD. * SHE FEELS THE VEHICLE IS UNSAFE AND IT WILL CONTINUE TO LOOSE POWER. * SHE DOES NOT BELIEVE THE VEHICLE IS FINALLY FIXED. * HER SON DRIVES THE VEHICLE AND HE NO LONGER WANTS IT. * THE SERVICE MANAGER AT S/HEMPSTEAD ADVISED HER TO CALL SCAC. THE OWNER IS SEEKING TO GET OUT OF THE VEHICLE. I ADVISED THE OWNER'S MOTHER: * I WOULD FORWARD THE CASE TO AN AREA MANAGER. * OF THE SR #. * OF CALL BACK EXPECTATIONS.|2005-03-14

1-804H-145180|EVENT|null|null|2005-03-18|00:00:00||2005-03-18

1-804H-21278|EVENT|null|null|2005-03-15|00:00:00|[Privacy] RETURNED YOUR CALL AND SHE WILL CALL YOU BACK WHEN SHE GETS A BREAK.|2005-03-15

1-804I-157102|EVENT|null|null|2005-03-15|00:00:00||2005-03-15

1-804P-24040|EVENT|null|null|2005-03-15|00:00:00||2005-03-15

1-804S-129274|EVENT|null|null|2005-03-18|00:00:00|I ADVISED THE OWNER'S MOTHER, [Privacy], I WAS ADVISED THE VEHICLE HAS BEEN REPAIRED. I STATED: -I SPOKE WITH [Privacy], SERVICE MANAGER, AND HE ADVISED HE TEST DROVE THE VEHICLE 172 MILES AT HIGHWAY SPEEDS AND IN THE CITY. -A TECHNICIAN DROVE IT HOME AND THERE WAS NO DUPLICATION OF THE CONCERN. -[Privacy] ALONG WITH TAC, BELIEVE THE CONCERN HAS BEEN RESOLVED. SHE STATED: -SHE SPOKE TO [Privacy] THIS MORNING ALSO. -HE ADVISED HER OF THE SAME THING, HOWEVER THIS IS HER SON'S LIFE. [Privacy] ADVISED HER THE CONCERN HAS NEVER BEEN DUPLICATED. -IT IS AN INTERMITTENT CONCERN. -SHE WILL HAVE TO FILE FOR LEMON LAW UNLESS SATURN OFFERS TO REPLACE THE VEHICLE. I ADVISED I COULD NOT OFFER THIS AS AN OPTION AND THE RENTAL VEHICLE WOULD NEED TO BE RETURNED TODAY

AND ANY RENTAL DAYS AFTER TODAY WOULD BE HER RESPONSIBILITY. SHE STATED THEN SHE WILL FILE FOR LEMON LAW. I THANKED HER FOR CALLING. |2005-03-18

1-804S-129275|EVENT|null|null|2005-04-08|00:00:00|CONCERNS WITH VEHICLE ADDRESSED PER CAM|2005-04-08

1-804S-129276|EVENT|null|null|2005-03-15|00:00:00|OWNER STATED THIS IS THE SECOND TIME SHE HAS TRIED TO REACH [Privacy]. OWNER ADVISED TO JUST CALL BACK AND LEAVE A MESSAGE AND WHEN SHE GOES ON BREAK SHE WILL CALL AGAIN. |2005-03-15

1-804S-129277|EVENT|null|null|2005-03-15|00:00:00|FOLLOW UP WITH REPAIR|2005-03-15

1-804S-129280|EVENT|null|null|2005-03-15|00:00:00|[Privacy]|2005-03-15

1-804S-129281|EVENT|null|null|2005-03-15|00:00:00|THE OWNER WAS DISCONNECTED BEFORE TRANSFERRING. |2005-03-15

1-804S-129283|EVENT|null|null|2005-03-18|00:00:00|[Privacy]|2005-03-18

1-804S-129286|EVENT|null|null|2005-03-18|00:00:00|[Privacy]|2005-03-18

1-804S-129291|EVENT|null|null|2005-03-14|00:00:00||2005-03-14

1-804S-129292|EVENT|null|null|2005-03-15|00:00:00||2005-03-15

1-804S-129293|EVENT|null|null|2005-03-15|00:00:00||2005-03-15

1-804S-129294|EVENT|null|null|2005-03-14|00:00:00|BUSINESS CASE: -1ST OWNER. -IN SERVICE DATE 1/12/04 -NO SSP. -4/15/04 LOSS OF POWER CONCERN IGNITION SWITCH - 5,809 MILES. -3/2/05 TRANSMISSION SLIPPING - LOSS OF POWER - TRANSMISSION CASE ASSEMBLY REPLACED. -AT PRESENT - VEHICLE BROUGHT IN WITH LOSS OF POWER, NO DUPLICATION - IGNITION SWITCH REPLACED. BUSINESS CASE SUPPORTS ASSISTANCE. -|2005-03-14

1-804S-129295|EVENT|null|null|2005-03-15|00:00:00|I ADVISED THE OWNER'S MOTHER, [Privacy], I WAS THE AREA MANAGER REVIEWING HER CONCERNS. I STATED: -I HAVE REVIEWED THE CONCERNS WITH THE VEHICLE LOSING POWER. -I SPOKE WITH THE SERVICE MANAGER, [Privacy] AND HE ADVISED THE IGNITION SWITCH WAS REPLACED. -THERE WAS NO DUPLICATION OF THE CONCERN, HOWEVER TAC ADVISED TO REPLACE THE SWITCH. -HE DID AND CALLED YOUR SON TO PICK UP THE VEHICLE. -YOUR SON PICKED UP THE VEHICLE HOWEVER, I BELEIVE THE VEHICLE SHOULD BE TEST DRIVEN FOR A LONGER PERIOD OF TIME. SHE STATED; -WHY WOULDN'T SATURN JUST EXCHANGE THE VEHICLE. I ADVISED I CANNOT OFFER THIS OPTION. I AM DEDICATED TO REPAIR THE VEHICLE. THIS IS WHY I WOULD LIKE FOR THE VEHICLE TO BE BROUGHT BACK FOR A TEST DRIVE,. THIS TEST DRIVE WILL CONSIST OF HIGHWAY DRIVING AND A TECHNICIAN WILL DRIVE IT HOME. SHE AGREED AND STATED SHE WOULD CONTACT HER SON. I ADVISED I WILL FOLLOW UP AFTER THE TEST DRIVE. |2005-03-15

1-804S-129296|EVENT|null|null|2005-03-15|00:00:00|[Privacy]|2005-03-15

Dealer name : Garden Saturn, Inc.

Dealer address : 265 N. Franklin Street,Hempstead,NY,11550,USA

Repurch buy_back_mile: 0

Repurch nada: 0



**** Dissatisfied Customer ****

Privacy

Home telephone: **Privacy**

Change to: ()

Please provide us with your preferred email address:

Dear **Privacy**

Thank you for having your vehicle serviced at Saturn of Hempstead.

Sincerely,

Jill Lajdziak
General Manager

Instructions

☐ Please check this box if you no longer own/lease this 2004 Ion, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON FEBRUARY 21, 2005, COMPLETE THIS SURVEY.****

About Your Saturn Retailer's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------------|---|---|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Does Not Apply/Not Required
<input type="checkbox"/> | Don't Know
<input checked="" type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all retail facility personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | |
|--|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |

Please complete other side

Privacy

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029508162996 00000121857 180396

0581

CS| 101861

GMHEC630136431
GM-MDL2543-000366409

About Your Service Consultant/Advisor - continued

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- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|---|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | | | | |
| <input checked="" type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input checked="" type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know | | | | |
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the retail facility's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Don't Know/ Not Sure | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Saturn of Hempstead? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this retail facility for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2004 Ion? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

19. Are you ...

20. Your age ...

Privacy

21. May we include your name when providing this survey information to your retail facility?

Yes

No

22. Do you have any other comments/recommendations about Saturn of Hempstead?

MC Problem was never duplicated - Car stops dead randomly on highway - Saturn does not care - Car is unsafe to drive. Saturn refuses to assume responsibility for the if you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your retailer. If further assistance is required, please call the Saturn Customer Assistance Center: 1-800-553-6000 lemon they sold

Recommendation - Buy back car so I can buy a safe vehicle. Thank You!!

10199

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

SATURN, P.O. BOX 10054, TOLEDO, OH 43699-0054

Privacy

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